



Wildix Configuration Guide: SIP Call Button

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Revision Information

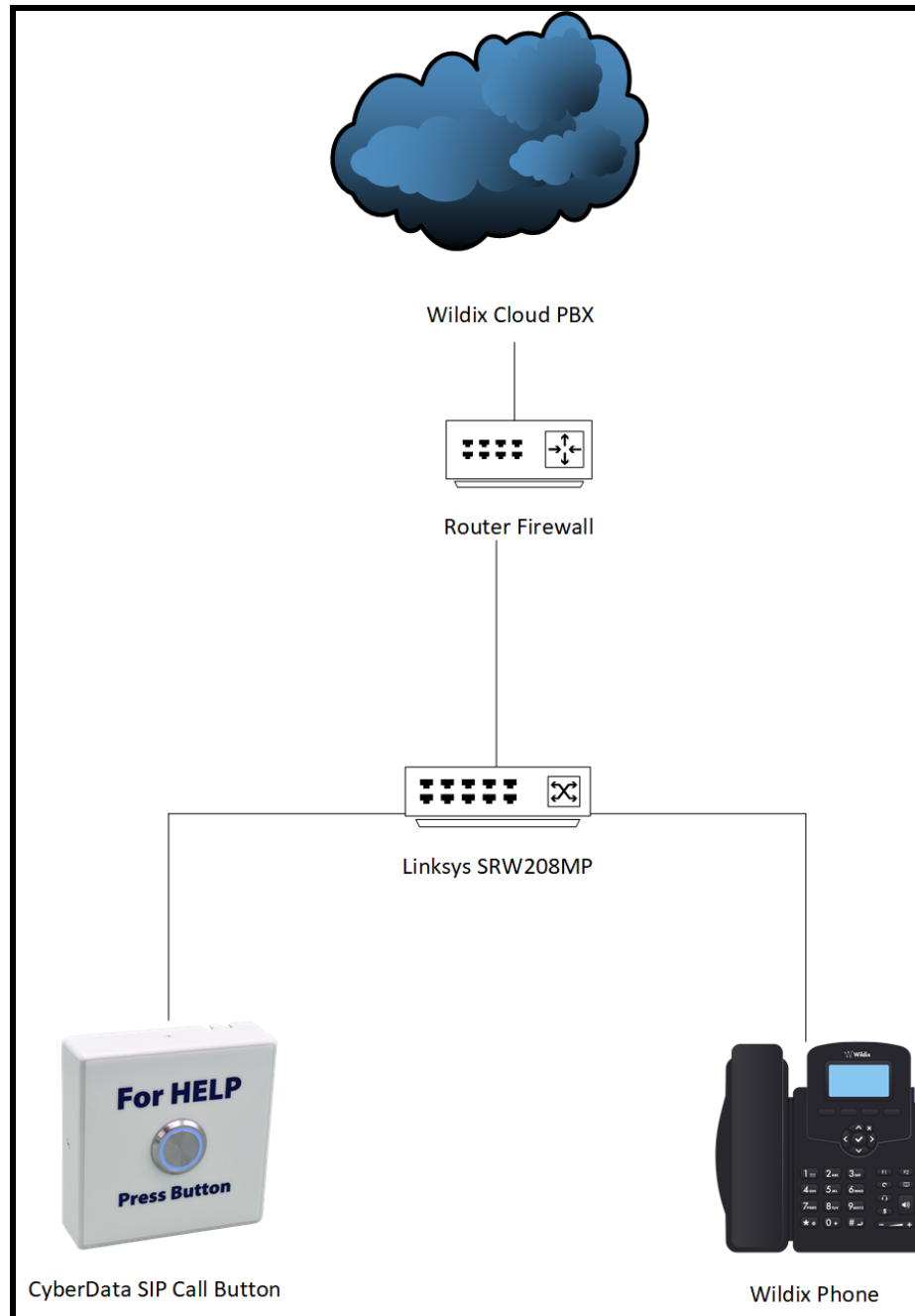
- 10/7/2021 – Initial Release
- 10/14/2021 – Updated extension creation process.
- 11/10/2021 – Updated screenshots and extension requirements.

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1.0 Setup Diagram

Figure 1-1: Interoperability Test Infrastructure



2.0 Test Setup Equipment

This section describes the products used for interoperability testing with Wildix.

Table 2-1: Setup Equipment

EQUIPMENT	MODEL or PART NUMBER	FIRMWARE VERSION
CYBERDATA SIP CALL BUTTON	011049	20.3.0
CYBERDATA OUTDOOR SIP CALL BUTTON	011491	20.3.0
LINKSYS SWITCH	SRW208MP	---

3.0 Before You Start

This configuration guide documents the integration process of a CyberData SIP Call Button.

Network Advisories

Wildix uses a Fully Qualified Domain Name (FQDN) for the SIP server address. The CyberData SIP Call Button needs to perform a DNS A query to resolve the IP address of Wildix's SIP Server FQDN. It is necessary to ensure the configured DNS server(s) have an A record for the SIP Server address.

In addition, be sure to verify the following ports are available for the button to use:

- UDP 5060 (SIP)
- UDP 10500 (RTP)

The Call Button will need to traverse the public internet in order to operate with Wildix in the cloud.

The button's paging extension uses SIP port 5060 to receive SIP messages. The paging extension will send SIP messages to port 5060, the port used by Wildix's SIP Server.

SIP ports 5060 and RTP port 10500 are the default values on all noted firmware levels.

Alternatively, SIP ports for the paging extension are configurable on the **SIP** page of the web interface.

The CyberData Discovery Utility can be used to locate CyberData devices on your network. You may download it from the following web address:

<https://www.cyberdata.net/pages/discovery>

***Note:** DHCP addressing mode is enabled on default on all noted firmware levels.*

Product Documentation and Utilities

Before you start, download the Operation and Quick Start guides from the button's product webpage:

CyberData SIP Call Button ([011049](#))

https://files.cyberdata.net/assets/011049/011049_931551C_SIP_Call_Button_Operations_Guide.pdf

CyberData SIP Outdoor SIP Call Button ([011491](#))

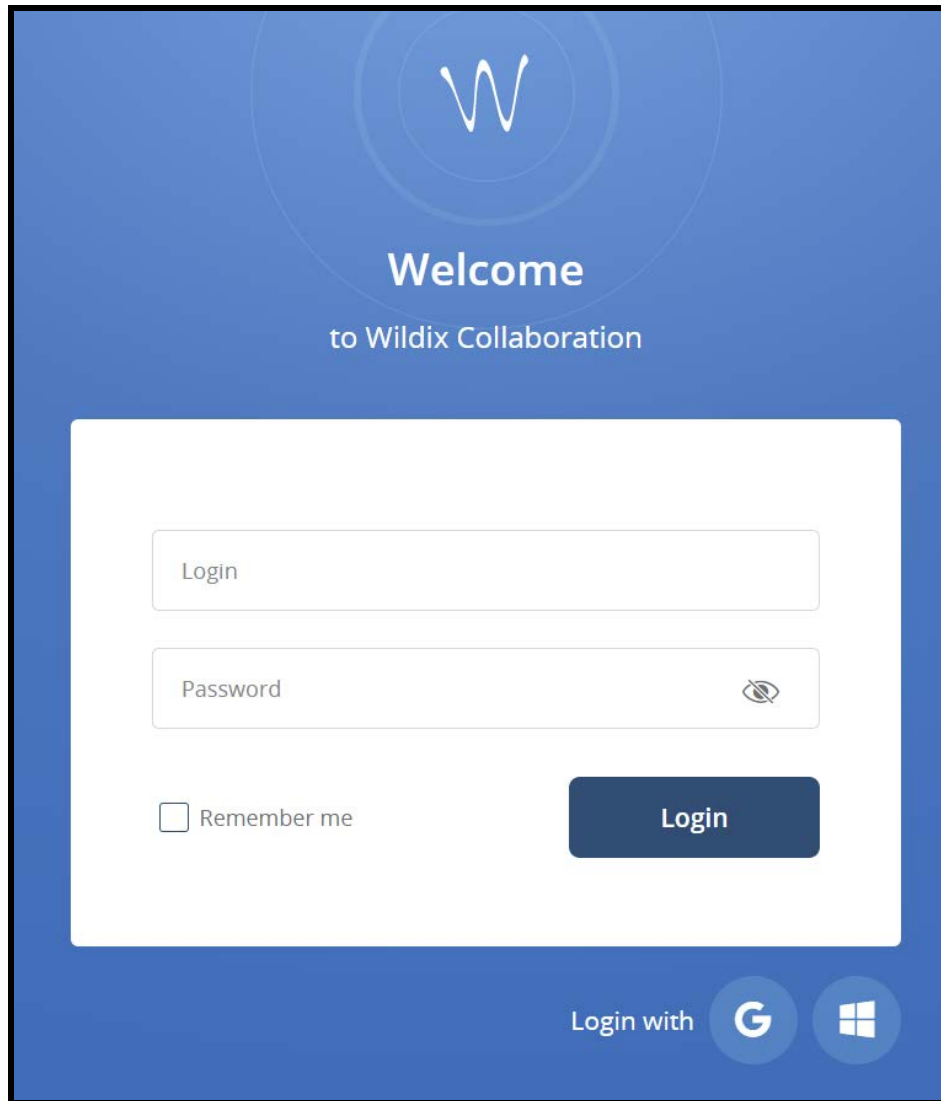
https://files.cyberdata.net/assets/011491/011491_931656C_SIP_Outdoor_Call_Button_Operations_Guide.pdf

4.0 Configuration Procedure: Extension creation

Note: Wildix requires a Wildix UC-Basic (simple intercom usage or Vision & Super Vision user) or Wildix UC-Essential (users who want to manage the intercom from Collaboration) to use CyberData products on the platform.

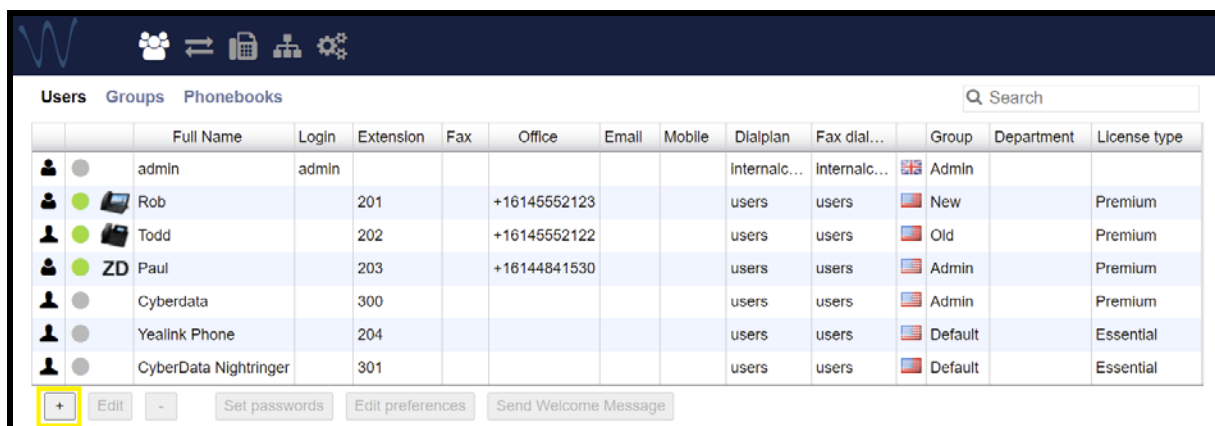
1. Log into Wildix at the provided URL.

Figure 4-1: Log into Wildix

The image shows the Wildix Collaboration login interface. It features a blue background with a large white 'W' logo at the top center. Below the logo, the text 'Welcome to Wildix Collaboration' is displayed. In the center, there is a white rectangular box containing the login form. The form has two input fields: 'Login' and 'Password'. The 'Password' field includes a toggle icon for visibility. Below these fields is a checkbox labeled 'Remember me' and a dark blue 'Login' button. At the bottom right of the blue background, there is a 'Login with' label followed by Google and Windows logos.

2. On the **Users Menu** page press the + button to add a new extension. .

Figure 4-2: Users Menu

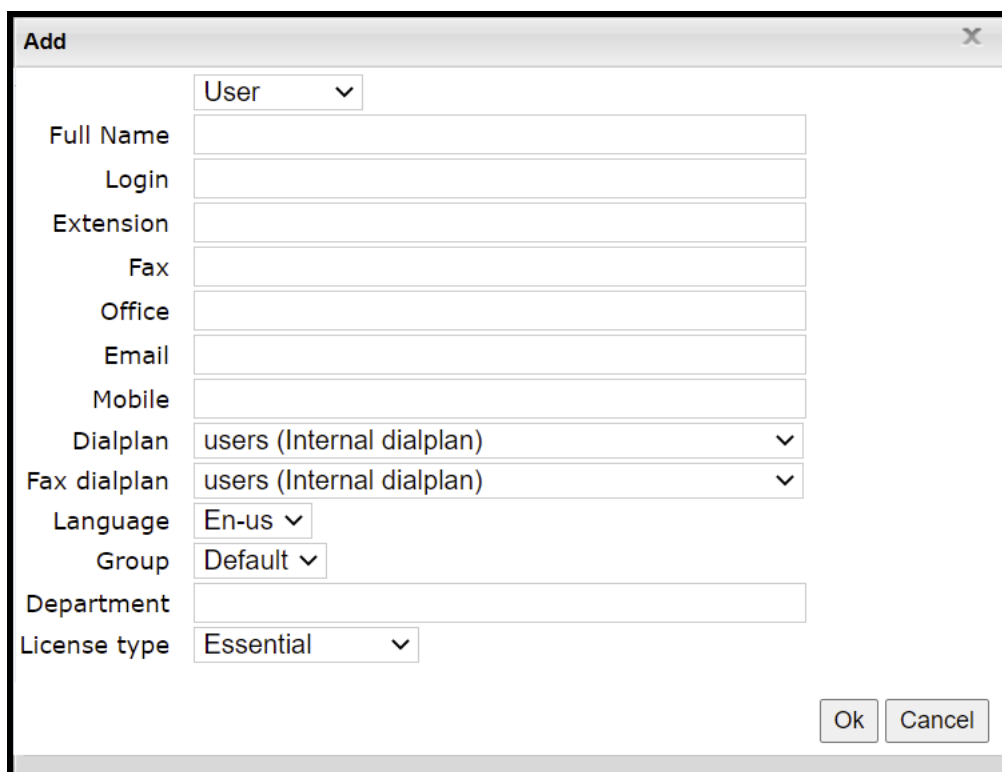


The screenshot shows the 'Users' tab selected in the top navigation bar. Below the navigation bar is a search bar and a table of users. The table has columns: Full Name, Login, Extension, Fax, Office, Email, Mobile, Dialplan, Fax dial..., Group, Department, and License type. The table contains several rows of user data. At the bottom left of the table, there is a '+ Add' button highlighted with a yellow box, followed by an 'Edit' button and a minus sign. Below the table are buttons for 'Set passwords', 'Edit preferences', and 'Send Welcome Message'.

	Full Name	Login	Extension	Fax	Office	Email	Mobile	Dialplan	Fax dial...	Group	Department	License type
	admin	admin						Internalc...	Internalc...	Admin		
	Rob		201		+16145552123			users	users	New		Premium
	Todd		202		+16145552122			users	users	Old		Premium
	ZD Paul		203		+16144841530			users	users	Admin		Premium
	Cyberdata		300					users	users	Admin		Premium
	Yealink Phone		204					users	users	Default		Essential
	CyberData Nightringer		301					users	users	Default		Essential

3. A pop-up to create the extension will appear.

Figure 4-3: Extension creation



The screenshot shows a 'Add' pop-up window with a close button (X) in the top right corner. The window contains several input fields and dropdown menus for creating a new extension. The fields are: Full Name, Login, Extension, Fax, Office, Email, Mobile, Dialplan (dropdown), Fax dialplan (dropdown), Language (dropdown), Group (dropdown), Department, and License type (dropdown). The 'Dialplan' and 'Fax dialplan' dropdowns are currently set to 'users (Internal dialplan)'. The 'Language' dropdown is set to 'En-us' and the 'Group' dropdown is set to 'Default'. The 'License type' dropdown is set to 'Essential'. At the bottom right of the window are 'Ok' and 'Cancel' buttons.

4. Make sure the drop-down menu has **User** selected.
5. Set the full name to the location of the call button.
6. Set the **Extension Number** desired for the device.

Note: Other values can be set, but for the purposes of this guide all other fields are left blank.

Figure 4-4: Filled Extension Popup

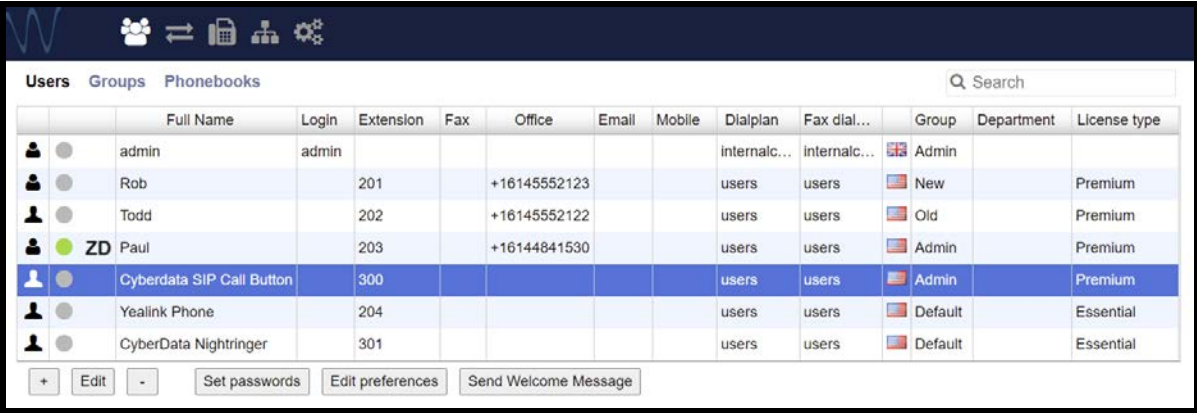
The screenshot shows a window titled "Edit" with a close button (X) in the top right corner. The window contains the following fields and values:

Field	Value
Drop-down menu	User
Full Name	Cyberdata SIP Call Button
Login	
Extension	300
Fax	
Office	
Email	
Mobile	
Dialplan	users (Internal dialplan)
Fax dialplan	users (Internal dialplan)
Language	En-us
Group	Admin
Department	
License type	Premium

At the bottom right of the window are two buttons: "Ok" and "Cancel".

7. After filling the values press **Ok** to create the extension.
8. After creating the extension, select it out of the list.

Figure 4-5: Extension created

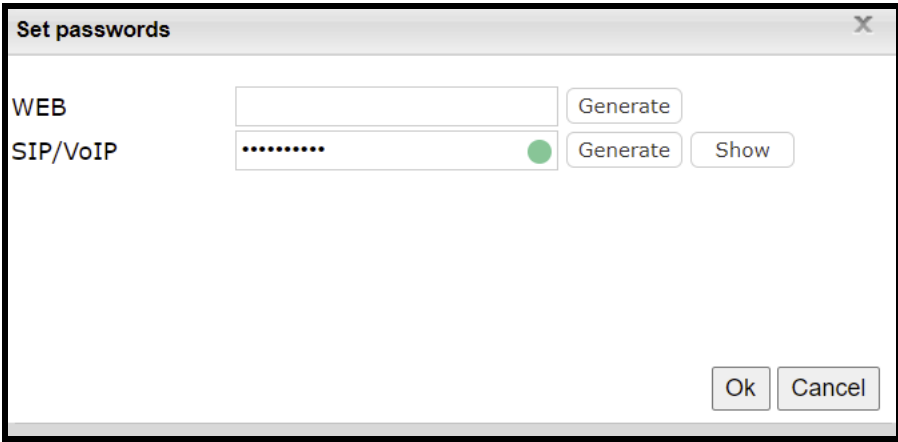


	Full Name	Login	Extension	Fax	Office	Email	Mobile	Dialplan	Fax dial...	Group	Department	License type
	admin	admin						internalc...	internalc...	Admin		
	Rob		201		+16145552123			users	users	New		Premium
	Todd		202		+16145552122			users	users	Old		Premium
ZD	Paul		203		+16144841530			users	users	Admin		Premium
	Cyberdata SIP Call Button		300					users	users	Admin		Premium
	Yealink Phone		204					users	users	Default		Essential
	CyberData Nightringer		301					users	users	Default		Essential

Buttons: + Edit - Set passwords Edit preferences Send Welcome Message

9. After selecting the extension, press **Set Passwords**.
10. Click on the **Generate** button for **SIP/VoIP** to create a password.

Figure 4-6: Set Passwords Popup



Set passwords

WEB

SIP/VoIP ☒

11. Click the show button and copy the auto-generated password which will be required in the next section.

5.0 Configuration Procedure: Setting up the Paging Extension

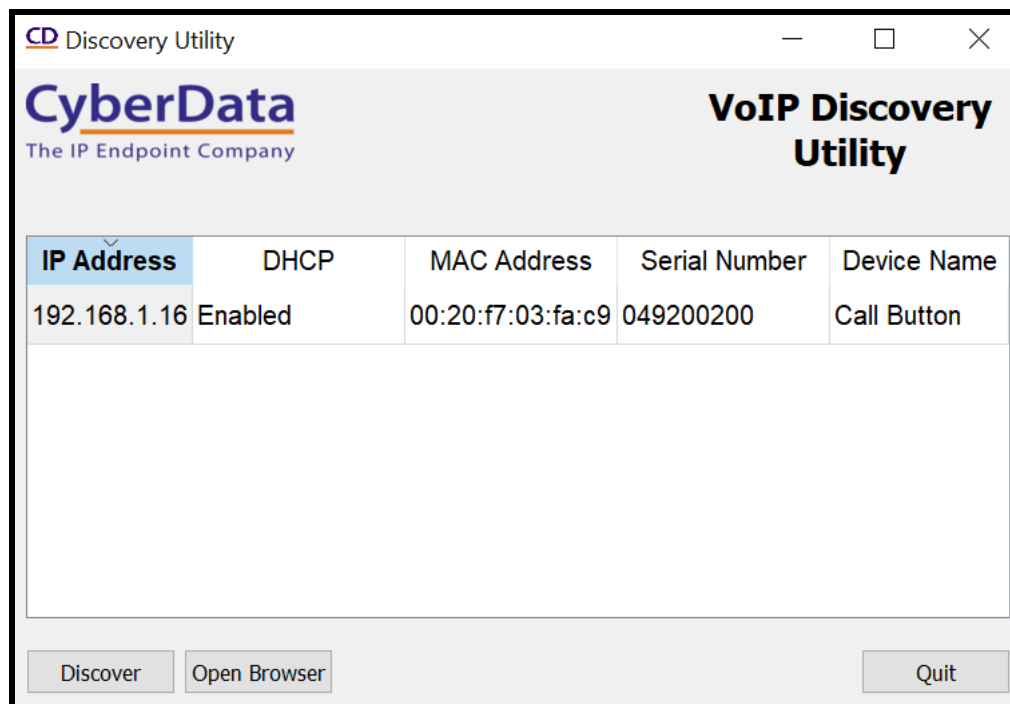
If you are configuring through the web interface, use the following steps to login to the web interface of your CyberData device.

Table 5-1: Setting Name correlation

CyberData Setting	Wildix Provisioning Pop-up
Primary SIP Server	SIP Domain
Primary SIP User ID	Extension Number
Primary SIP Auth ID	Extension Number
Primary SIP Auth Password	Password

1. Click **Launch Browser** from the CyberData Discovery Utility or point your browser to the CyberData device's IP address to access the Home Page of the web interface.

Figure 5-1: CyberData Discovery Utility



2. Enter the default credentials when prompted and click the **Log In** button.

Username: admin

Password: admin

Figure 5-2: Home Tab

The screenshot shows the 'Home' tab of the CyberData Call Button web interface. The top navigation bar includes tabs for Home, Device, Network, SIP, SSL, Sensor, Audiofiles, Events, DSR, Autopro, and Firmware. The main content area has a light blue background with the title 'CyberData Call Button' in large black font. Below the title, there are four sections: 'Current Status', 'Admin Settings', 'Import Settings', and 'Export Settings'. The 'Current Status' section displays various system parameters like Serial Number, Mac Address, Firmware Version, Partition 2, Partition 3, Booting From, IP Addressing, IP Address, Subnet Mask, Default Gateway, DNS Server 1, DNS Server 2, SIP Mode, Event Reporting, Primary SIP Server, Backup Server 1, Backup Server 2, and Intrusion Sensor. The 'Admin Settings' section includes fields for Username, Password, and Confirm Password, along with Save, Reboot, and Toggle Help buttons. The 'Import Settings' section has a 'Choose File' button and an 'Import Config' button. The 'Export Settings' section has an 'Export Config' button.

Section	Parameter	Value
Current Status	Serial Number:	049200225
	Mac Address:	00:20:f7:03:fc:e2
	Firmware Version:	v20.3.0
	Partition 2:	v20.3.0
	Partition 3:	v20.3.0
	Booting From:	partition 2
	IP Addressing:	DHCP
	IP Address:	192.168.1.17
	Subnet Mask:	255.255.255.0
	Default Gateway:	192.168.1.1
DNS Server 1:	192.168.1.1	
	DNS Server 2:	192.168.1.1
SIP Mode:	Enabled	
	Event Reporting:	Disabled
Primary SIP Server:	Not registered	
	Backup Server 1:	Not registered
	Backup Server 2:	Not registered
Intrusion Sensor:	Triggered	

Section	Field	Value
Admin Settings	Username:	admin
	Password:	*****
	Confirm Password:	*****

Section	Field	Value
Import Settings	Choose File	No file chosen
	Import Config	Button

Section	Field	Value
Export Settings	Export Config	Button

3. Navigate to the SIP tab.

Figure 5-3: SIP Tab

SIP Settings

Enable SIP operation: ☒

Register with a SIP Server: ☒

Primary SIP Server: wildixstudent9.wildixin.com

Primary SIP User ID: 300

Primary SIP Auth ID: 300

Primary SIP Auth Password: *****

Re-registration Interval (in seconds): 360

Backup SIP Server 1:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration Interval (in seconds): 360

Backup SIP Server 2:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration Interval (in seconds): 360

Remote SIP Port: 5060

Local SIP Port: 5060

SIP Transport Protocol: UDP

TLS Version: 1.2 only (recommended)

Verify Server Certificate: ☐

Outbound Proxy:

Outbound Proxy Port: 0

Use Cisco SRST: ☐

Disable rport Discovery: ☐

Unregister on Boot: ☐

Keep Alive Period: 10000

Dial Out Settings

Dial out Extension: 204

Extension ID: id204

Send Multicast Audio: ☐

Multicast Address: 224.5.5.5

Multicast Port: 5050

Repeat Message: 1

Call Disconnection

Terminate Call after delay: 0

Audio Codec Selection

Codec: Auto Select

RTP Settings

RTP Port (even): 10500

Jitter Buffer: 50

RTP Encryption (sRTP): Disabled

Save Reboot Toggle Help

4. Set the Primary SIP Server with the FQDN of the Wildix Server
5. Set the Primary SIP User ID to the extension number.
6. Set the Primary SIP Auth ID to the extension number.
7. Set the Primary SIP Auth Password to the auto generated password from the provisioning pop-up.
8. Save.
9. Reboot.

After the reboot the Call Button should be registered with Wildix.

Figure 5-4: Home Tab - Registered.

The screenshot displays the 'Home' tab of the CyberData Call Button configuration interface. The top navigation bar includes tabs for Home, Device, Network, SIP, SSL, Sensor, Audiofiles, Events, DSR, Autoprovisioning, and Firmware. The main content area has a light blue background with the title 'CyberData Call Button'.

Current Status

- Serial Number: 049200200
- Mac Address: 00:20:f7:03:fa:c9
- Firmware Version: v20.3.0
- Partition 2: v20.3.0
- Partition 3: v20.3.0
- Booting From: partition 2
- [Boot From Other Partition](#)
- IP Addressing: DHCP
- IP Address: 192.168.1.28
- Subnet Mask: 255.255.255.0
- Default Gateway: 192.168.1.1
- DNS Server 1: 192.168.1.1
- DNS Server 2:
- SIP Mode: Enabled
- Event Reporting: Disabled
- Primary SIP Server: **Registered**
- Backup Server 1: Not registered
- Backup Server 2: Not registered
- Intrusion Sensor: Triggered

Admin Settings

- Username:
- Password:
- Confirm Password:
- [Save](#) [Reboot](#) [Toggle Help](#)

Import Settings

- [Choose File](#) No file chosen
- [Import Config](#)

Export Settings

- [Export Config](#)

6.0 Using the CyberData Call Button in a Wildix system.

CyberData SIP Call Buttons are designed for sending a call to a phone or making an announcement. The button can call an extension number, ring group/call queue, or send multicast audio. When the call button is pressed it will make a call to the configured number and play a pre-recorded WAV File.

6.1 Setting the Dialout extension and loading an audio file

Once the call button is registered with Wildix, the Dialout extension will need to be configured and an audio file may be loaded to customize the message. The Dialout extension is set on the SIP tab.

Figure 6-1: Set Dialout Extension

SIP Settings

Enable SIP operation: ☒

Register with a SIP Server: ☒

Primary SIP Server: wildixstudent9.wildixin.com

Primary SIP User ID: 300

Primary SIP Auth ID: 300

Primary SIP Auth Password: *****

Re-registration Interval (in seconds): 360

Backup SIP Server 1:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration Interval (in seconds): 360

Backup SIP Server 2:

Backup SIP User ID:

Backup SIP Auth ID:

Backup SIP Auth Password:

Re-registration Interval (in seconds): 360

Remote SIP Port: 5060

Local SIP Port: 5060

SIP Transport Protocol: UDP

TLS Version: 1.2 only (recommended)

Verify Server Certificate: ☐

Outbound Proxy:

Outbound Proxy Port: 0

Use Cisco SRST: ☐

Disable rport Discovery: ☐

Unregister on Boot: ☐

Keep Alive Period: 0

Dial Out Settings

Dial out Extension: 204

Extension ID: John's Panic Button

Send Multicast Audio: ☐

Multicast Address: 224.5.5.5

Multicast Port: 5050

Repeat Message: 1

Call Disconnection

Terminate Call after delay: 0

Audio Codec Selection

Codec: Auto Select

RTP Settings

RTP Port (even): 10500

Jitter Buffer: 50

RTP Encryption (sRTP): Disabled

Save Reboot Toggle Help

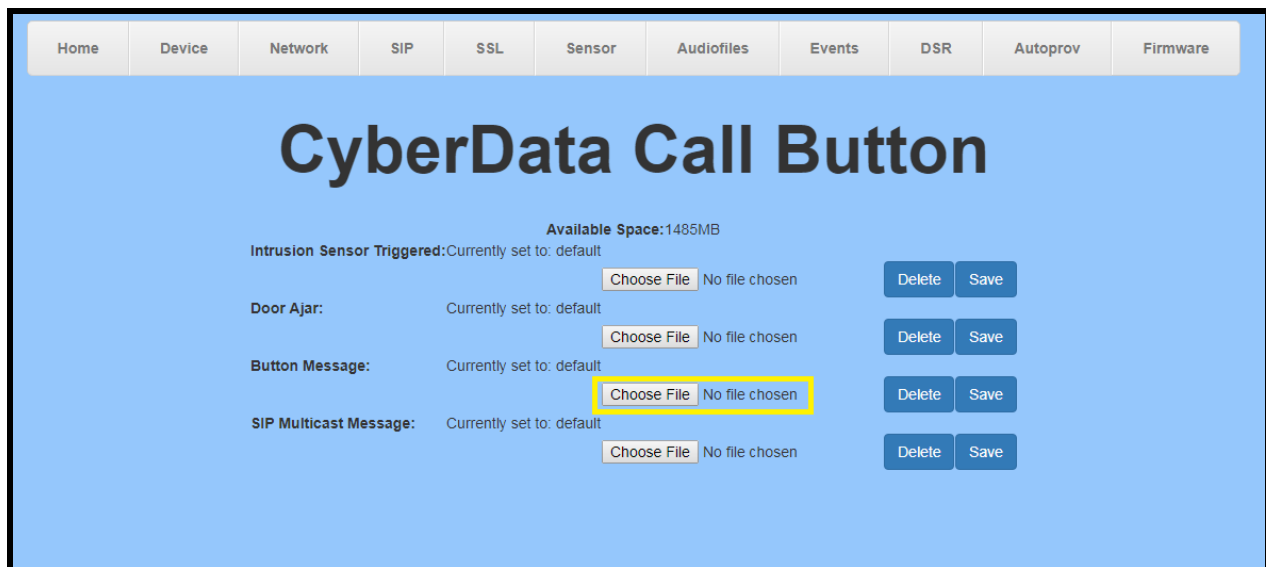
6.2 Load the Audio file

CyberData devices require audio files in a specific format. The process to convert audio files to WAV format is covered in the operations manual for the SIP Call button

- Microsoft PCM
- 16 Bit
- Mono
- 8000Hz
- WAV format

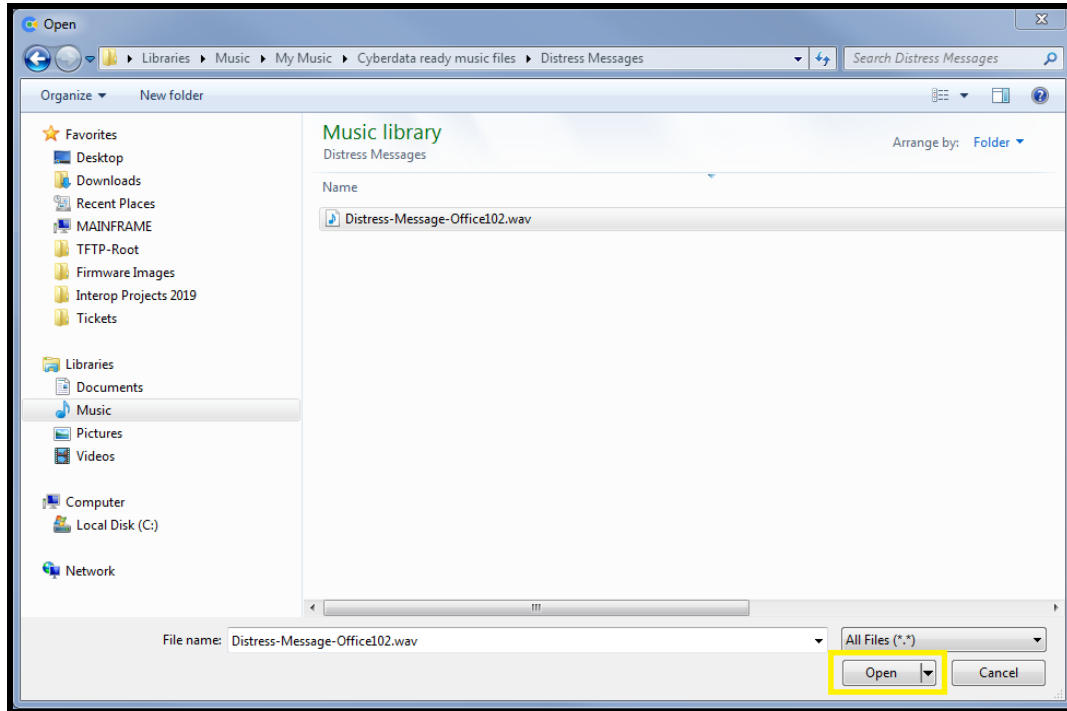
1. After creating the audio file that will be used, load that file on the **Audiofiles** Tab.

Figure 6-2: Audiofiles tab



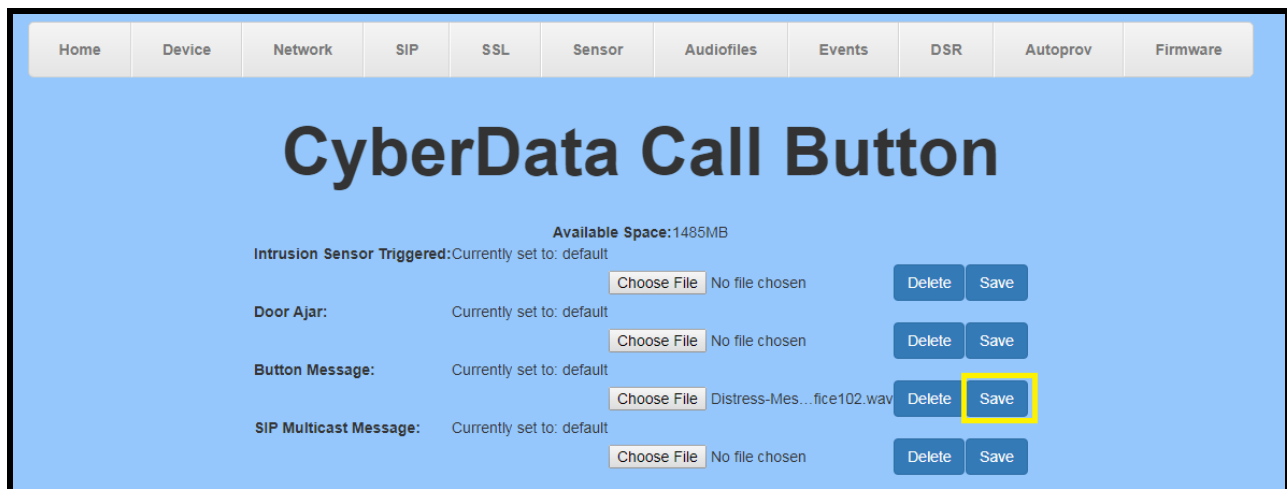
2. Press the Choose File button, then select the audio file.

Figure 6-3: Select the Audio file



3. Once the audio file is selected, press the save button to load the audio file.

Figure 6-4: Save File



4. Once the file is loaded, a press of the call button will trigger the message.

Figure 6-5: Loaded Audio File

The screenshot displays the 'CyberData Call Button' configuration page. At the top, a navigation bar includes links for Home, Device, Network, SIP, SSL, Sensor, Audiofiles, Events, DSR, Autoprovisioning, and Firmware. The main title 'CyberData Call Button' is prominently displayed. Below the title, the 'Available Space' is noted as 1485MB. The interface is organized into four rows, each representing a different message type: 'Intrusion Sensor Triggered', 'Door Ajar', 'Button Message', and 'SIP Multicast Message'. Each row shows the current default setting and provides a 'Choose File' button for uploading a new audio file. To the right of each 'Choose File' button, the text 'No file chosen' is displayed. Additionally, each row features 'Delete' and 'Save' buttons for managing the selected files.

Message Type	Current Setting	File Selection	Actions
Intrusion Sensor Triggered	Currently set to: default	Choose File No file chosen	Delete Save
Door Ajar	Currently set to: default	Choose File No file chosen	Delete Save
Button Message	Currently set to: Distress-Message-Office102.wav	Choose File No file chosen	Delete Save
SIP Multicast Message	Currently set to: default	Choose File No file chosen	Delete Save

7.0 Contact CyberData Corporation

Sales

For sales-related questions, please visit our [Contact CyberData Sales](#) web page for more information.

Technical Support

For CyberData Technical Support, please submit a [Contact CyberData VoIP Technical Support](#) form on our website.

The CyberData VoIP Technical Support Contact form initiates a troubleshooting ticket which CyberData uses for quality assurance purposes.

Additionally, the Contact VoIP Tech Support form tells us which phone system you are using, the make and model of the network switch, and other essential troubleshooting information we need to efficiently assist with a resolution. Please also include as much detail as possible in the Describe Problem section of the form. Your installation is extremely important to us.

Documentation Feedback

We realize changes to the software or hardware of the Wildix PBX solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.